

Service Date: July 10, 1996

DEPARTMENT OF PUBLIC SERVICE REGULATION
BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MONTANA

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IN THE MATTER Of the Request by Citizens)	UTILITY DIVISION
Telecommunications Company of Montana to)	DOCKET NO. D96.5.85
Introduce Citizens Local Calling Plans.)	ORDER NO. 5927

FINAL ORDER

1. On May 22, 1996, Citizens Telecommunications Company of Montana (Citizens) filed a proposal to offer its customers options to expand the scope of their local calling areas. The proposal was revised by Citizens on June 3, 1996.

2. Citizens serves three exchanges in northwest Montana--Libby, Troy and Eureka. Currently, calls between these exchanges are long distance toll calls. Citizens proposes to allow customers in each of its exchanges to choose from 3 rate plans to complete calls to customers in the other two Citizens exchanges. The first rate plan is Premium Flat Rate Service and provides unlimited, seven-digit, toll-free calling among Citizens' exchanges for a fixed monthly rate.

3. The second rate plan is Measured Service, and provides discounted seven-digit calling among Citizens' exchanges for a monthly recurring charge, plus a measured, per minute usage rate.

4. The final rate option is to allow customers to continue with their current service--local calling within their local exchange at current monthly rates and ten-digit toll calling to Citizens' other exchanges at current toll rates.

5. At a public hearing on Extended Area Service (EAS) rules held in Libby on August 9, 1995, there was both support and opposition to mandatory EAS. Customers requested options to meet individual calling needs. Citizens' proposal was discussed at a Commission sponsored meeting in Libby on April 4, where it met with favorable public reaction.

6. No protests have been received. The Commission approves Citizens' filing. However, the Commission wishes to monitor both the "take rate" of the various options, and customer satisfaction with the plans. Therefore, Citizens is directed to file quarterly reports with the Commission until the end of 1997. The reports shall provide a summary of the number of customers subscribing to each option in each of Citizens' exchanges. Citizens is also directed to keep a record of any customer complaints about the plans, and include a summary of the complaints in its quarterly reports filed with the Commission.

Done and dated this 24th day of June, 1996, by a vote of 5-0.

BY ORDER OF THE MONTANA PUBLIC SERVICE COMMISSION

NANCY McCAFFREE, Chair

DAVE FISHER, Vice Chair

BOB ANDERSON, Commissioner

DANNY OBERG, Commissioner

BOB ROWE, Commissioner

ATTEST:

Kathlene M. Anderson
Commission Secretary

(SEAL)

NOTE: Any interested party may request that the Commission reconsider this decision. A motion to reconsider must be filed within ten (10) days. See 38.2.4806, ARM.